imprivata®

Imprivata Resident Engineering Management

Benefits of Resident Engineering Management services

- Access to a full range of Imprivata Professional Services offerings, including upgrades, migrations, implementations, deployment and enrollment assistance, training courses, and more

- Flexible resources available without the need for lengthy scoping, budgeting, and contracting processes

- Expert staff that plug into your change management processes to quickly identify and remediate Imprivata product issues

- Clinical workflow specialists that provide workflow design, and sustained engagement throughout implementation and ongoing production support, enabling you to offer clinicians a world-class end user experience

As technology ecosystems across healthcare evolve, IT teams are recognizing the need for continuity and consistency when it comes to maintaining the ongoing performance of mission-critical enterprise systems, such as Imprivata solutions. It is why many Imprivata customers retain key staff in their IT teams specifically to support their Imprivata enterprise. However, these Imprivata system administrators are often stretched thin by the need to manage competing priorities. Long-term, they move on to different roles within the company or they pursue opportunities outside the company, leaving critical gaps to be filled.

Imprivata Resident Engineering Management (REM) closes these gaps with a team of proactive solutions delivery experts that bring a comprehensive understanding of clinical workflows, integrated IT systems, healthcare regulations, and the Imprivata platform.

IAM continuity and resiliency

Imprivata REM extends the power of your IT organization with a full scale professional services team that is accountable for proactive delivery and ensuring the continuity and resiliency of your Imprivata solutions. Your team should consider REM services if you:

- Want the flexibility to draw on the full range of Imprivata professional services offerings as needs arise

- Find that the process for managing your Imprivata tech stack or Imprivata-integrated systems is straining your team and you cannot afford costly disruptions in production

- Encounter enterprise-level change at increasing frequency or across increasingly complex environments, requiring configuration and testing of your Imprivata systems to avoid workflow disruptions for end users

- Desire resources from Imprivata who can remotely manage your Imprivata solutions, are self-sufficient, and provide prescriptive, ongoing communication with your IT team

- Value the perspective of clinical specialists when managing IT changes that could have an adverse impact on clinical end user workflows

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Focus area	Responsibility
Full range of professional services engagements	Full range of professional services onsite days applicable towards any Imprivata Professional Services engagement.
Direct administration of Imprivata system: Upgrades, migrations, and expansions included	Implements preventative and/or corrective configuration changes as needed.
	Alerts your team to any changes needed and facilitates actions or support needed.
	Implements configuration changes and expansions to address your evolving needs.
	Identifies and communicates the need for Imprivata product version upgrades. Plans, manages, and completes configuration, testing, and implementation tasks, as well as any required appliance migration tasks.
	Identifies, communicates, plans, manages, and completes new application profiles or updates to existing profiles; testing and other deployment tasks included.
	Installs and configures proof of concept (POC) environments to allow testing of requested features and enhancements.
	Responds to errors or issues requiring fixes; owns communication and issue management.
	Responds to environmental, application, and integration issues requiring a new Imprivata appliance. Owns communication and issue management; plans, manages, and completes migration tasks.
Sustained Clinical Workflow Specialist engagement	Clinical specialists provide recommendations on workflow design to ensure end user efficiency and satisfaction.
	Monitors implementation of prescribed workflows for success metrics and opportunities to optimize; reviews IT change requests for potential impact on end clinical user workflows.

Focus area	Responsibility
Change management: Imprivata system configuration	Interprets architecture, system, and workflow changes for configuration, testing, and implementation tasks.
	Owns the hands-on configuration and testing tasks within the Imprivata system. Assists and supports integration testing.
	Responds to unanticipated need for changes and helps actively remediate impacts to the Imprivata solution caused by changes to architectural components integrated with the Imprivata system.
Escalation management	Create customer support cases on behalf of the customer and follow up with status reports on each case on a weekly basis.
	Automatically escalate issues based on agreed upon thresholds regarding case status, priority, age, etc. Summarize status, outcomes, and next steps following escalations.
	Act as the single point of contact and owner of escalations.
Customer help desk escalation handling	Trains your help desk staff to optimize front-line user and customer support service level agreements (SLAs) on Imprivata-related cases.
	Receives end user issues escalated through your help desk for troubleshooting, determining root cause, and reaching a resolution.
Onsite configuration assessment	Facilitates twice-annual onsite technical check-up, documents findings and recommendations, owns strategic planning to achieve your support, adoption, and expansion goals, and documents sequence of technical steps and level of effort required.
	Provides direct support for testing, troubleshooting, and emergency management.
Application and architectural relationship management	Schedules and runs checkpoint calls with application teams that are dependent on the Imprivata system; includes preparation and completion of action items/follow ups needed.
	Serves as the customer stakeholders' single point of contact for system/application needs.

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![imprivata logo]

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Product advocacy	Monitor advance-notice internal release documentation and alert the customer to product enhancements that benefit their unique needs or objectives.
	Develop project and communication plans for implementing new features.
	Facilitate engagement with Imprivata development team for controlled availability and beta programs, and to provide advanced insight into product roadmap.

About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

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